



Ombudsperson Office

Help When you Need it

The Ombudsperson is a Massachusetts Rehabilitation Commission (*MRC*) staff member who functions as a customer relations liaison between the consumer and the Commission. He/she provides appropriate assistance and support to people with disabilities.

The Ombudsperson responds to inquiries from a variety of agencies and individuals. The Ombudsperson may be contacted by the consumer, a family member, a CAP advocate, medical personnel or MRC staff. Consumer concerns vary widely and might be about issues such as delays in service, their legal rights within the system, or provision of specialized services.

The Ombudsperson, after reviewing a complaint, works with consumers and MRC staff by opening up the communication process and providing problem-solving negotiations.

If an issue cannot be resolved with the assistance of the Ombudsperson, then the consumer may take advantage of their options through a process of appeals, such as an Informal Administrative Review, Mediation or an Impartial Fair Hearing.

MRC makes determinations of eligibility on disability claims through its Disability Determination Services (*DDS*) Program. The Ombudsperson also provides assistance to Social Security claimants and to beneficiaries of Supplemental Security Income (*SSI*) and Social Security Disability Insurance (*SSDI*).

The Ombudsperson may be contacted by telephone at (617) 204-3600 or 1-800-245-6543 voice or TTY or by writing to the following address:

MRC Ombudsperson
Customer Relations Department
Fort Point Place, Suite 600
27 Wormwood Street
Boston, MA 02210-1616

The Americans with Disabilities Act of 1990 (*ADA*) prohibits discrimination on the basis of disability in employment and public services provided by government agencies. If consumers or employees of the Massachusetts Rehabilitation Commission believe they have been discriminated against on the basis of disability, they should contact the Commission's Civil Rights Officer: Albert Jones, Jr., 27 Wormwood Street, Boston, MA 02210-1616, Telephone 617-204-3762 (*Voice*), 1-800-245-6543 (*TTY*).